

Public Buildings

City of Newton Performance Management
October 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has increased since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has decreased since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Clean and maintain City buildings					
		# of Work Orders Requested	637	350	287
		# of Work Orders Completed	323	375	52
		# of Work Orders Completed Per Day Per Craftsman	1.35	3.5	2.15
		Number of outstanding workorders	831	600	231
		% of emergency or safety requests completed within 24 hours	100	100	0
		% of medium or low priority work requests completed within 7 days	21	90	69
2. Manage utility and energy upgrades and consumption					
3. Plan, implement, and oversee capital projects					
		% of capital projects under budget	81	90	9
		% of capital projects on schedule	63	90	27

Notes

We are in the process of reevaluating how we measure energy consumption and collecting relevant data for presentation.